

Complaint Process

What is a complaint?

A complaint is caused when another person's actions or words make you to feel unhappy, upset, or in pain.

There are certain types of complaints that are very serious and need to be reported immediately:

- **Abuse** - someone causing you physical pain, injury or mental injury on purpose.
- **Neglect** - someone who is supposed to be helping you does not give you the food, clothing, shelter, or medical care you need to stay alive and be healthy, or does not allow you to take care of yourself like you normally would.
- **Exploitation** - someone using your money, belongings, or resources for themselves rather than how you want it to be used.

If you believe you have a complaint, follow these guidelines:

- Write down what happened, when it happened, and who was involved.
- If you need help, ask someone to write down this information for you.

Who should I call?

- Tell your Plan Developer or Service Coordinator first. These people can help you decide who to call for more information or to file a complaint.
- If your Plan Developer or Service Coordinator is the person you have a concern or a complaint about, you will need to call your Regional Medicaid Office yourself or get someone you trust to help you (see page 2 for a list of Regional Medicaid Office numbers).
- If your concern or complaint is about abuse, neglect, or exploitation, it is very important that you report it as soon as possible. You can report this directly to:
 - The Department of Health and Welfare's Regional Medicaid Offices (see page 2 for phone numbers).
 - Adult Protection at: (877) 471-2777
Adult Protection's purpose is to "safeguard every person's basic human right to a safe and decent life, regardless of age, regardless of condition." They are a part of the Idaho Commission on Aging.
- If you have difficulty contacting Adult Protection, or don't think you are getting the help you need from them, you can contact the Idaho Commission on Aging at their toll-free number: 1-800-859-0324.

What will happen with my complaint?

When you tell the Department of Health and Welfare or Regional Medicaid Services (RMS) staff you have a complaint, they fill out a worksheet to get information from you. An RMS staff person will do what is necessary to find a solution for the complaint or problem, including:

Talk to people in person, on the telephone, or visit the place of the problem to get more information.

Work with other agencies to get information or find a solution.

Report abuse, neglect, and exploitation to the right authorities.

Follow laws about confidentiality (keeping your personal information private).

Regional Medicaid Services Units

Region & Counties	Cities in Region								Phone Number
Region 1: Benewah, Bonner, Boundary, Kootenai, Shoshone	Athol	Clarkfork	Eastport	Laclede	Osburn	Sagle	Tensed		208-769-1567 ext. 284
	Avery	Clarkia	Fernwood	Medimont	Pinehurst	Saint Maries	Wallace		
	Bayview	Cocolalla	Harrison	Moyie Springs	Plummer	Samuals	Worley		
	Blanchard	Coeur	Hayden Lake	Mullan	Ponderay	Sandpoint			
	Bonniers Ferry	d'Alene	Hope	Murray	Port Hill	Santa			
	Calder	Colburn	Kellogg	Naples	Post Falls	Silverton			
	Careywood	Coolin	Kingston	Nordman	Priest River	Smelterville			
	Cataldo	Desmit	Kootenai	Oldtown	Rathdrum	Spirit Lake			
		Dover							
Region 2: Clearwater, Idaho, Latah, Lewis, Nez Perce	Ahsahka	Dixie	Harvard	Lapwai	Orofino	Ruebens	Weippe		208-799-4428
	Bovill	Elk City	Headquarters	Lenore	Peck	Southwick	White Bird		
	Clearwater	Fenn	Julietta	Lewiston	Pierce	Spalding	Winchester		
	Cottonwood	Ferdinand	Kamiah	Lucille	Pollock	Stites			
	Craigmont	Genesee	Kendrick	Morgan's Valley	Potlach	Troy			
	Culdesac	Grangeville	Keuterville	Moscow	Princeton	University			
	Deary	Greencreek	Kooskia	Nez Perce	Riggins	Viola			
Region 3: Adams, Canyon, Gem, Owyhee, Payette, Washington	Bruneau	Fruitland	Huston	Mesa	New Meadows	Ola			208-455-7151
	Caldwell	Fruitvale	Indian Valley	Middleton	New Plymouth	Oreana			
	Cambridge	Grandview	Letha	Midvale	Parma	Owyhee			
	Council	Greenleaf	Marsing	Murphy	Payette	Weiser			
	Emmett	Homedale	Melba	Nampa	Notus	Wilder			
Region 4: Ada, Boise, Elmore, Valley	Atlanta	Council	Gardena	Horseshoe Bend	Lowman	Northside	Sweet		208-334-0991 208-334-0985
	Banks	Crouch	Garden City	Idaho City	McCall	Pioneerville	Warren		
	Boise	Donnelly	Garden Valley	Kuna	Meridian	Placerville	West Mountain		
	Cascade	Eagle	Glenns Ferry	King Hill	Montour	Smiths Ferry	Yellow Pine		
	Centerville	Featherville	Hammett	Lakefork	Mountain Home	Star			
Region 5: Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka, Twin Falls	Acequia	Burley	Eden	Hailey	Ketchum	Obsidian	Shoshone		208-732-1474
	Albion	Carey	Elba	Hansen	Kimberly	Paul	Sun Valley		
	Almo	Castleford	Fairfield	Hazelton	Malta	Picabo	Twin Falls		
	Bellevue	Corral	Filer	Heyburn	Minidoka	Richfield	Wendell		
	Bliss	Declo	Gooding	Hill City	Murtaugh	Rogerson			
	Buhl	Dietrich	Hagerman	Jerome	Oakley	Rupert			
Region 6: Bannock, Bear Lake, Bingham, Caribou, Franklin, Oneida, Power	Aberdeen	Blackfoot	Firth	Holbrook	Moreland	Saint Charles	Wayan		208-239-6274
	American Falls	Bloomington	Fish Haven	Inkom	Ovid	Shelley	Weston		
	Arbon	Chubbuck	Fort Hall	Lava Springs	Paris	Soda Springs	Whitney		
	Arimo	Clifton	Franklin	Malad City	Pingree	Springfield			
	Atomic City	Conda	Freedom	May	Pocatello	Sterling			
	Bancroft	Dayton	Geneva	McCammon	Portneuf	Sublett			
	Basalt	Dingle	Georgetown	Mink Creek	Preston	Swan Lake			
	Bern	Downey	Grace	Montpelier	Rockland	Thatcher			
Region 7: Bonneville, Butte, Clark, Custer, Fremont, Jefferson, Lemhi, Madison, Teton	Ammon	Cobalt	Howe	Leslie	Northfork	Salmon	Teton		208-528-5758
	Arco	Darlington	Idaho Falls	Lewisville	Palisades	Shoup	Tetonia		
	Ashton	Dubois	Iona	Mackay	Parker	Stanley	Ucon		
	Butte City	Ellis	Irwin	Macks Inn	Rexburg	Stone	Victor		
	Carmen	Felt	Island Park	Menan	Rigby	Sugar City			
	Challis	Gibbonsville	Leadore	Montevieu	Ririe	Swan Valley			
	Chester	Grouse	Ledmore	Moore	Roberts	Tendoy			
	Clayton	Hamer	Lemhi	Newdale	Saint Anthony	Terreton			

If you are in immediate danger, have a serious injury, or some other emergency, call local law enforcement at 9-1-1.

